

BRASILIA SLIM AWNINGS
MANUAL AND MOTORIZED MODELS



Installation Manual

2023 VERSION



PLEASE READ ME BEFORE INSTALLING YOUR AWNING

This section contains important warnings concerning your safety and the integrity of your awning.

BEFORE discarding your awning's packaging, we recommend that you take inventory of all the parts as shown in section **1.3**.

CAUTION! It is essential to follow these instructions. An improper installation of this product could result in serious personal injury or property damage.

CAUTION! NEVER LEAVE YOUR AWNING OPEN WITHOUT PROPER SUPERVISION.

WARNING: Your awning is not made to withstand strong winds and accumulations of rain, snow or ice. Such buildup could break the awning's arms or cause it to fall, causing personal injury or property damage and **rendering its warranty void**.

WARNING: The wind sensor is not a security device to prevent damages caused by high winds and rainwater accumulation; accumulated water, snow or ice can severely damage your awning. A simple power outage will render the automatic closing of the awning impossible.

CAUTION! A proper installation of the supports as well as the integrity of the wall or eaves onto which they will be installed is the sole responsibility of the customer – user. All houses are different; the anchoring devices supplied with the awning might not be suited for your situation – installation. **WHEN IN DOUBT** : consult a certified contractor.

To help make the installation easier, we are proud to direct you to our website, where you will find a range of technical videos: <https://zonepatio.ca/en/video-tutorials/>.

Please feel free to reach out to us should you have any questions or comments you would like to share by contacting our Customer Service Department at : **1-866-441-4182 (CA)**, **1-800-736-0906 (USA)** or csd@multipleawnings.com.

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1. PRE-INSTALLATION CHECKLIST

1.1 Tools and Resources Needed

- Safety cutter for unpacking, type A or B
- Ladders or stepladders
- Measuring tape
- Carpenter's pencil or ink marker
- Ratchet and socket 9/16"
- Philips screwdriver
- Allen key 6 mm
- Power drill
- Level
- 3/16" bit for installation in wood structure
- 3/8" masonry bit for installation in masonry structure



A



B

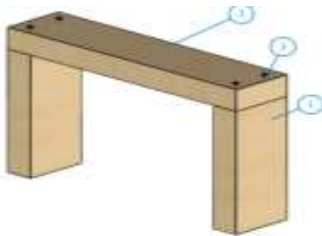
Optional:

- Stud finder
- Masking tape
- Caulking
- Shims made of nylon, aluminum, cooper or other but not iron nor steel
- Zip tool to remove siding

Make sure you have at least 2 people to help you, this will make the installation process easier. We also recommend that you rent a manual lift or an electrical one such as a Skylift™.

1.2 Unboxing Your Awning

- Your awning will be delivered in a rectangular box attached to a pallet.
- Cut the straps around the box and lift the cover. Take out the arches and cut the green straps that are around the awning and pallet.



- Take the awning out. Put the awning on trestles or a blanket with the brackets and the hand crank pointing upward. Remove the accessories packed on the awning.
- Carefully remove the plastic wrapping. There is a groove behind the awning, this is the place to insert the security cutter. Do not use a regular or retractable knife as this can damage the awning; rather use a safety cutter, see photos in section 1.1.
- To protect the arms and elbows of the awning, do not remove the protective foam and the plastic wrap before installation.

CAUTION! The Brasilia Slim arms are equipped with powerful springs and could open without warning. They were closed in the factory, but if the packaging has become loose during transportation, they could open abruptly while being unwrapped.

1.3 List of Parts Included

Wrapped on the Awning

- 1 hand crank
- 2 large Wall plates
- 1 wind sensor if motorized

In the Hardware Box


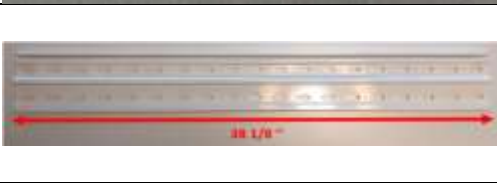
- 1 motor AC cable
- 2 blocking stoppers with 4 screws, 4 washers and 4 caps
- 14 lag bolts and washers
- 14 masonry bolts and washers
- 2 plastic end caps
- 1 remote control if motorized

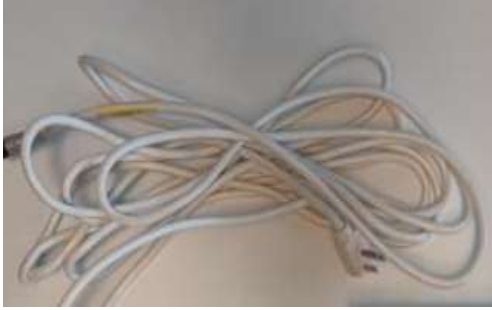





16' and Up

- 1 central support
 - 2 bolts
 - 2 nuts
 - 1 plastic sleeve
 - 4 small plastic caps
 - 1 bracket
 - 1 hook

Optional

- 120 mm ($\pm 4 \frac{3}{4}$ " Wall plates (supplied upon request in exchange for the large Wall plates)

<p>Hand Crank</p>	
<p>Remote and Support</p>	
<p>Wind Sensor and Support</p>	
<p>Installation Plate</p>	
<p>Central Support</p>	

<p>Motor AC cable 24'</p>	
<p>End Caps</p>	
<p>Blocking Stoppers</p>	
<p>Masonry Bolt</p>	
<p>Lag Bolt</p>	
<p>Washer 3/8"</p>	

1.4 Installation Requirements

Verify the space required to install the awning; follow **steps 1.4.1 to 1.4.3**. This will help you to determine the type of installation needed.

NOTE : If you have 2 Brasilia Slims side by side or if the awning is close to an inside corner, you will need at least 3" of clearance to install the plastic end caps on the motors' side and 2" on the other side.

Wall Installation

Some installations may require a wooden or metal support bracket to solidify and facilitate the installation of the wall hanging supports.

Required Height

Your awning has an adjustable pitch and will be set to a minimum of 18" when opened, for a 10' projection awning. You may need to give it more slope if your installation or surface is not perfectly levelled. Take this into consideration when selecting the height of the installation.

We recommend a mounting height of 108", with a minimum height requirement of 96". Your wall needs to be free of any obstructions such as doors, windows, vents and light fixtures in an area of 6.5" in height on top of the total height of the awning's structure and all along its width.

If your awning is motorized, you will need an AC outlet to plug it in. A regular GFI or GFCI outlet will work. The power cable is 24' long.

The motor's amperage requirement is fewer than 2 amps.

Required Width

The Brasilia Slim hanging supports are situated at both ends of the awning. These supports bear the entire weight of the awning. Consequently, studs or other structural parts of the house are mandatory at the end of the awning.

NOTE : Awnings of 16' or more have an additional central support system to prevent torsion of the aluminum casing by the weight of the arms.

WARNING: The exterior corners of the walls have a few inches without any structural elements, regardless of the type of exterior cladding. This fact should be considered if you have limited space to install the wall plates or if your installation is on a narrow wall or window near the corner.

Many recent constructions have composite " I " joists or open joists instead of solid wood joists. These types of joists cannot be used to anchor the awning.

Under Eaves – Soffit Installation

You need to open your soffit to see inside your eaves and plan before you can even consider installing an awning under soffits. You need to see if your joists or rafters are levelled or slanted and if they are strong enough to support the awning.

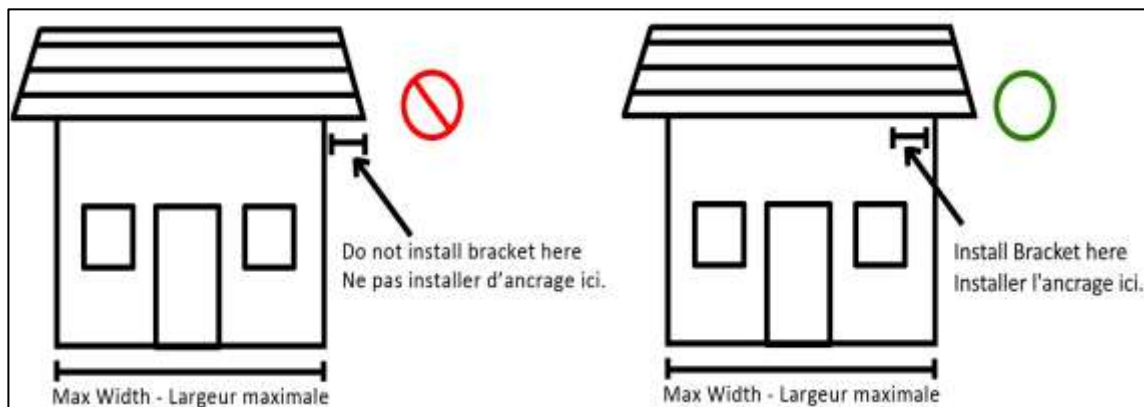
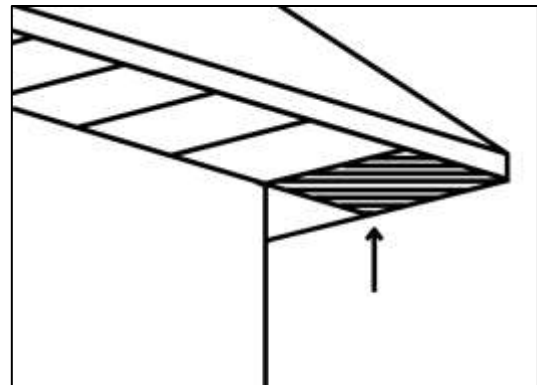
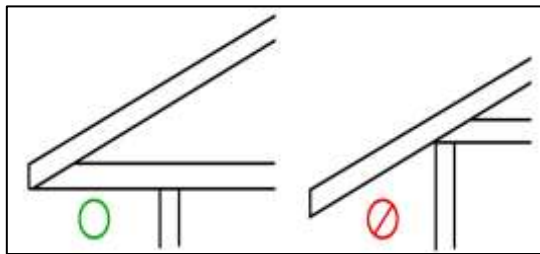
If your trusses are slanted, you will need to use rafter adapters or horizontal structural wood, levelled and well anchored, in order to support the weight of the Slim. **WHEN IN DOUBT** : consult a certified contractor.

If you need to purchase rafter adapters contact us: **1-866-441-4182 (CA), 1-800-736-0906 (USA)** or csd@multipleaswnings.com

NOTE : Levelled beams and rafters adapters are not included in the price of your awning.

If your eaves are cantilevered in both directions, the corner of the eaves are not strong enough to support an awning.

Your awning can never be wider than your wall even if the eaves are wider than the wall.



2 WALL INSTALLATION ON WOOD, VINYL OR ALUMINUM SIDING

NOTICE! You will need at least 1 other person to install the awning onto the wall plates. The installation of these plates is the most crucial part and requires the most time and attention to details.

You can watch the how-to video for the installation of your Brasilia Slim Awning. <https://zonepatio.ca/en/video-tutorials/>

For homes with internal wooden structures and vinyl or aluminum siding, the lag bolts must be firmly anchored in the structural part of the house. Wall plates are used to distribute the load. Make sure to find the centre of the structural piece and pre-drill before attaching the lag screw. Small wall plates can also be used.

CAUTION! The small wall plates should only be used in solid concrete or solid wood such as beams. **If you use the small wall plates on wood, vinyl or aluminum siding due to a lack of space, Multiple Awnings Inc. cannot guarantee the solidity of the installation.**

2.1. Where to Install

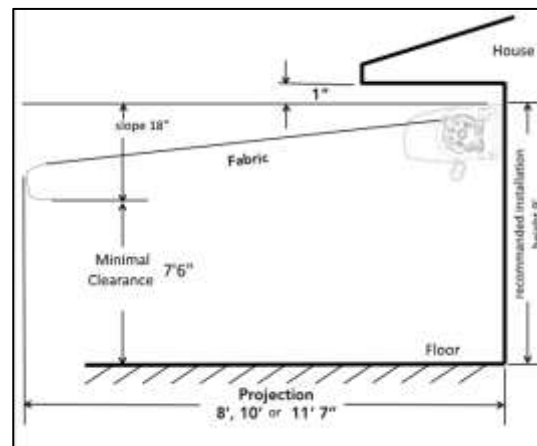
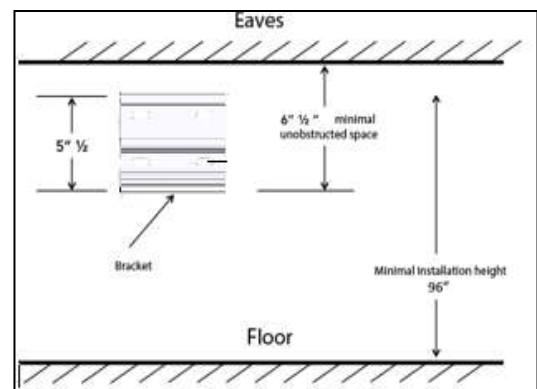
Installation Height

Make sure to leave at least 1" between the top of the wall plates and the bottom of the eaves. The awning will be latched onto the top of the brackets; therefore you will need a minimum of 1" to manoeuvre.

Your awning pitch angle and inclination are preset at the factory with an approximate drop of 18" from the top of the wall plates to the lowest point of the front bar. If you mount the awning on the wall at 9' from the deck or patio, the lowest point at the bottom of the front bar of the awning when fully open will be 7'6".

This pitch angle and inclination can be adjusted, see section **7.A**.

1. From where you want to install the awning, measure up from the deck or patio floor on one side and make a mark at your desired mounting height minus one inch -1". It should be at least 96" but we recommend 108".



2. Make sure the right side is installed at the same level as the left. Don't use the floor to level the right side as it may not be the same height side to side. Instead, use the siding. The goal is to see the awning levelled with the wall elements.
3. Make a 2nd mark 5 ½" below the 1st mark. The space between these marks must be clear of obstructions such as doors, windows, vents and light fixtures along the length of the wall.
4. Trace a levelled line on the lower mark for the length of the awning. The bottom of the wall hanging support will rest on the lower line.

Width

1. Vertically mark the middle point and the points where the left and the right ends of the awning will be located.
2. Then, draw 2 horizontal lines 5 ½" apart. You will get the awning support area showing a rectangle the size of the width of the awning by 5 ½" high.

2.2. Finding the Studs, Joists or Headers

You must now locate the beams, studs or floor joists into which each screw must be anchored and each hole of the brackets and the central support must be drilled, as explained below.

Method A

The awning can be installed on brackets that are flush with the casing, or wider if necessary depending on the placement of the anchor points in your wall.

If your awning is installed on a wall with a window or a door, use this opportunity to locate the studs in your home and transfer those measurements to the outside:

1. Use masking tape. From the inside of your home, on the wall that your awning will be installed, place a strip of about 6" of masking tape vertically on the window pane.
2. Now locate the stud on the same inside wall, and mark the centre of the stud. Depending on the type of siding you have, you could use a stud finder. Measure from the tape or the door to the centre of the stud, and write the measurement down. Continue to locate the additional studs and write down those measurements.
3. On the outside wall, using the inside measurements, measure from the tape or the door to the centre of the studs.
4. Mark the centre of each of the studs on which a screw will be attached to the anchor with a 6 ½" vertical line. Make sure the line is straight and levelled. It will facilitate the support of the awning on the bracket .

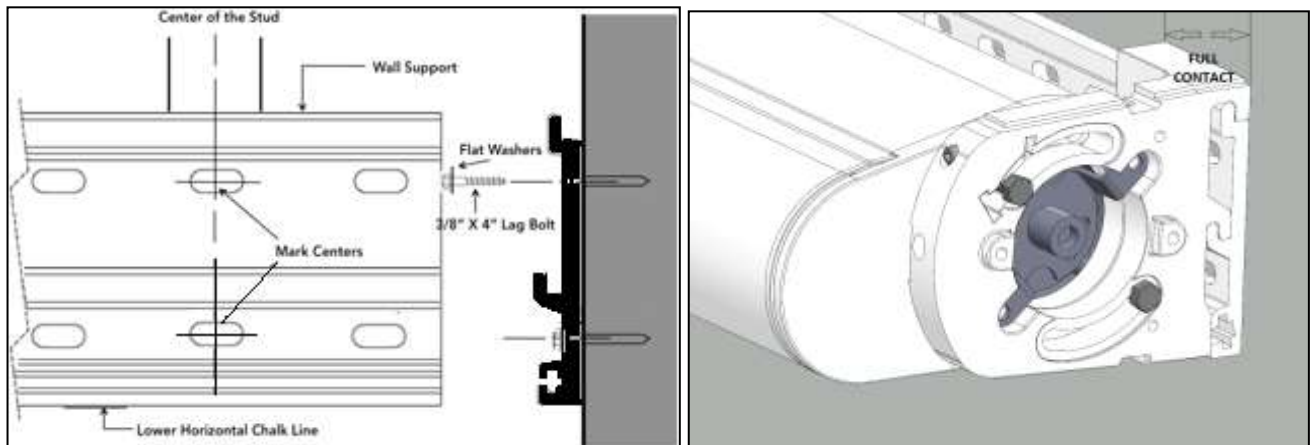
CAUTION! A proper installation of the wall plates is the most critical aspect of the awning's installation, it is critical that all bolts are anchored to the beams, studs, or joists, or other major structural parts of your wall.

Even a moderate wind exerts great force on the awning and the wall plates. This is why it is important that the wall plates and central support (if required) are anchored properly and securely. Proper location will also make it easier to insert the pre-assembled awning into the wall plates.

Most constructions have the spacing of 16" between the wall studs, on the ground floor. Some of the more recent constructions will have 24" spacing between the wall studs on the second 2nd story. A minimum of 8 of the 12 lag bolts are required to install the 2 wall plates to the wall.

In the case of an awning over 16' wide, 2 more lag bolts are required to install the central support to the wall. It means that you have to find 8 or 10 adequate locations on the wall.

It is important to note that the awning is held by the hanging supports located at each end. At least 1 set of screws must be located right behind the hanging supports OR on each side of the hanging supports if the wall plates extend beyond the awning.

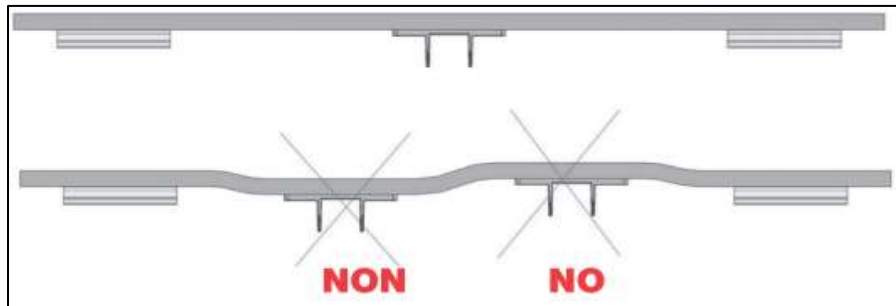


Never install all the screws in the middle of the awning between hanging supports, as this position will weaken your installation.

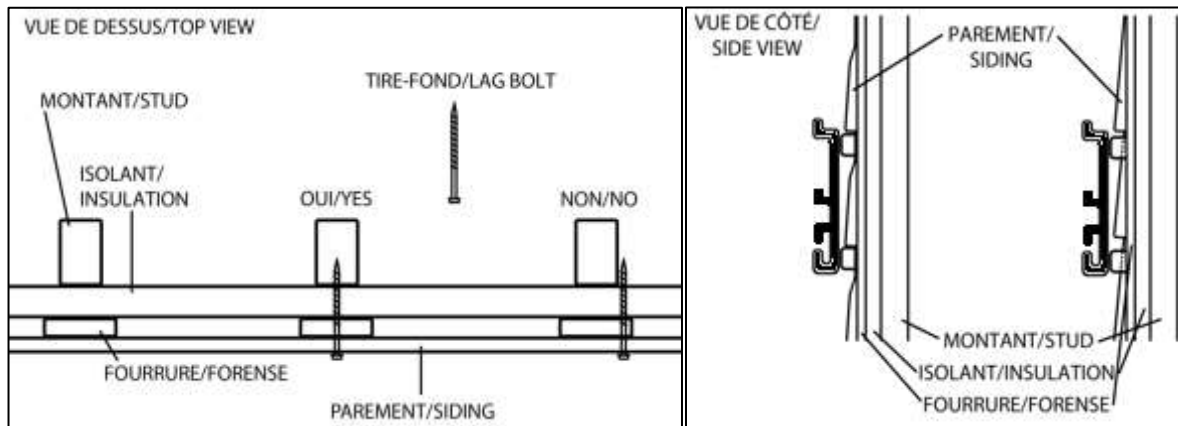
Method B

To find the studs, if method A does not work, you will have to lift your siding using a zip tool. The insulation material often ends with a stud; test this location by hammering a long nail, screwing in a long screw or by drilling a small hole. A zip tool will allow you to lift the siding without damaging it. Keep in mind that the furring strip is rarely centred with the studs and structural part of the house.

1. When taking measurements or drawing the line, you may notice that the wall is curved or arched. In this case, it will be necessary to put more shims under certain hanging supports than on others. It is imperative that all brackets be aligned on the depth (projection) as much as on the height.



2. Decide if the shim should go on top, under or through the siding. If the shim goes on top of the siding, it is important that it is resting against a solid surface. The shim should NEVER rest on fibreboard (tentest), insulating foam or mineral wool.



3. If there is an insulation sheet, fibreboard or mineral wool in between the hanging supports location and the solid surface, remove a square of the insulation material and replace it with a piece of solid wood on top of the solid surface. That piece of wood needs to be well attached and will serve to support the shim or the bracket.

WARNING: There is often a furring strip (forense), on top of the fibreboard, wider than the stud. The lag bolt must be installed into the stud, not just in the piece of wood and not just in the furring strip (forense). Probe the chosen spot with a small drill bit before installing, this will avoid shattering the stud by drilling too close to its edge.

NOTE: Shims may be required.

2.3. Solidifying with Shims

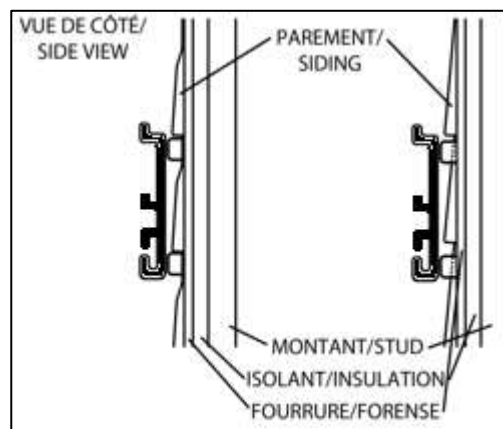
Sidings, corrugated metal, stucco, decorative bricks and wood often have some empty spaces between the structural components and the siding. If the siding is crushed by the awning, the latter can move. If the awning moves, the result will be an uneven

installation. The awning could then collapse and cause personal injury as well as material damage.

In order to have a solid installation, use appropriate shims. A good way to shim the brackets is to use tubular shims or washers, either nylon, aluminum, copper or others, but not ferrous metal.

The shim can be installed on top of the siding if a sufficiently large surface is in direct contact against a solid surface. Otherwise, the shim can be installed underneath the siding where a hole can be cut into the siding for the shim to be inserted in.

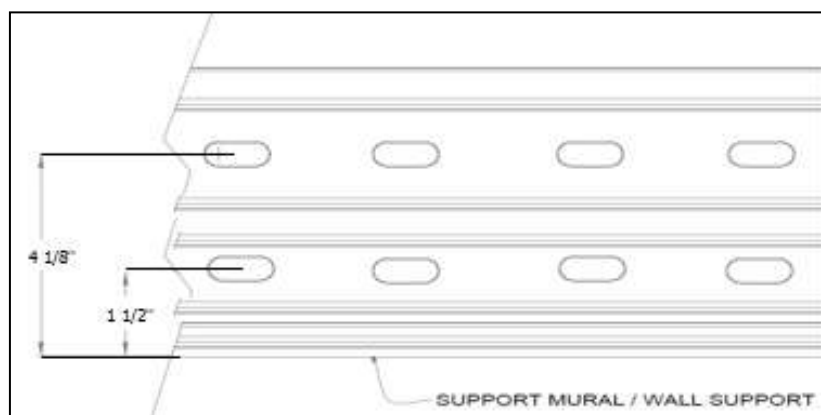
NOTE : It is mandatory to put caulking around the shims to prevent corrosion and water infiltration.



2.4. Installing the Wall Plates

Once the studs, beams or joists have been found and the appropriate shims have been chosen, now comes the installation of the support brackets and central support.

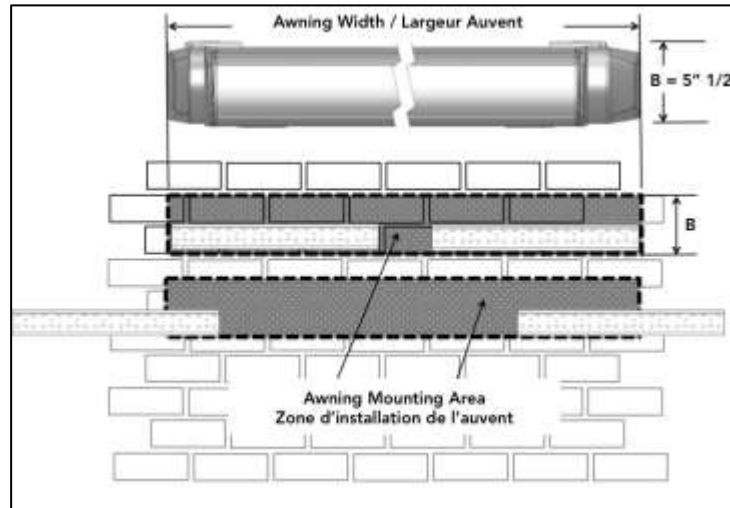
Make sure that each one of the 14 bolts required to install the brackets will be positioned at the centre of a stud, beam or joist. The centre of the holes in the brackets are located at 1 1/2" and at 4 1/8" from the bottom of the bracket.



1. Use a 3/16" drill bit to make the holes through the side and the shim if necessary. The hole should go about 3" in the stud, beam or joist. This prevents cracking and splitting of the wood when installing the lag bolts.
2. Using a 9/16" bit socket wrench, install both brackets and the central support, starting with 2 holes at the top, using the 3/8" X 4" or 5" lag bolts.
3. Use the included washers between the heads of the bolts and the support brackets.

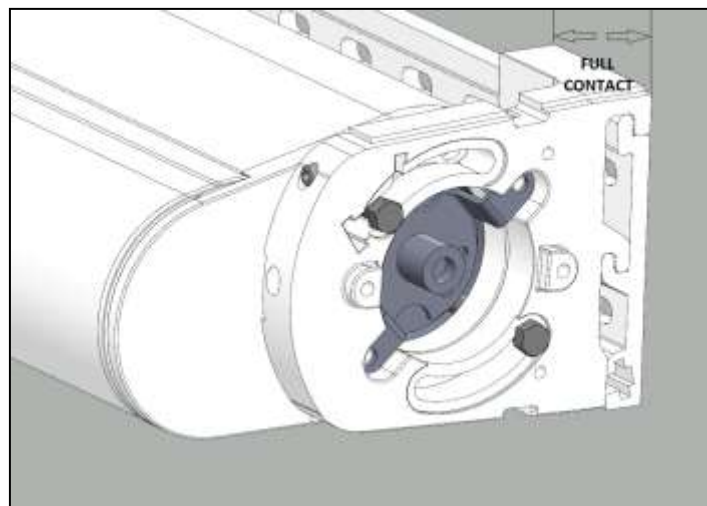
4. While tightening the bolts, keep the brackets levelled. Do not over tighten the bolts as this could split the wooden structure or weaken the bolt retaining force.

NOTE: The wall plates are made to cover at least 2 studs, maybe 3. It is necessary that each bracket be attached to the wall by at least 4 lag bolts. To ensure a secure installation, and reach at least 2 studs, you may need to have the brackets extend beyond the installation width of the awning.



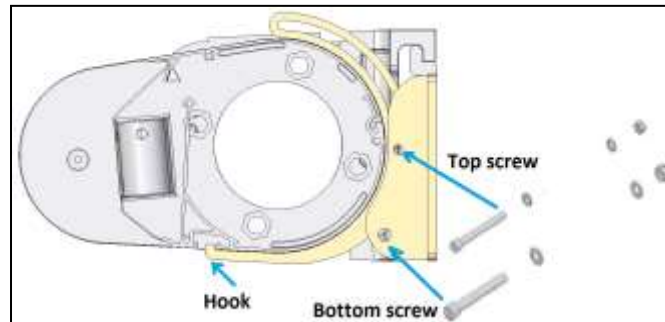
WARNING: If the wall plates extend beyond the width of the awning, you will need to trim the protective caps.

CAUTION! The 2 hanging supports of the awning must be entirely and completely resting on the wall plates.



Central Support

Awnings with 16' in width or more need to be supported by an additional central support to prevent torsion of the aluminum casing created by the weight of the arms. If installing on a brick wall, 4 lag bolts are required to safely install the central support.



The central support needs to be configured with the hook on the bottom pointing upward and the larger bolt on the bottom. Make sure that the central support is aligned with the bottom of the awning support area.



The central support must be solidly fixed into a wall stud, beam or joist. It doesn't have to be perfectly centred. The central support has to be located between the 2 wall plates. If a beam is available underneath the siding, it will be safe to use the lag bolts on the top part of the support bracket. If you are using a stud or any other narrow vertical structure, use the 2 holes that are on top of the other on the wall plates. Mark the lag bolt locations to attach the central support.

WARNING: You must securely anchor all the lag bolts to the studs. Some homes may require longer lag bolts. **WHEN IN DOUBT** : consult a certified contractor. Failure to do so could result in collapsing of the awning and cause personal injury as well as material damage.

3 MASONRY INSTALLATION

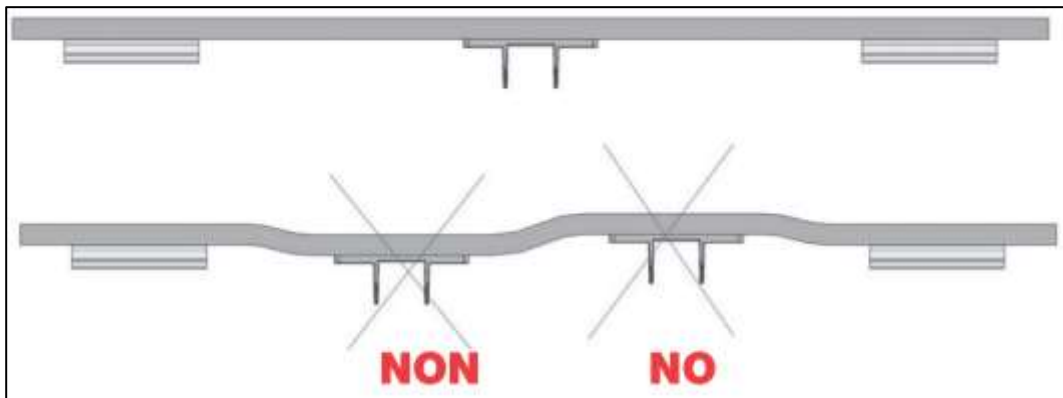
This installation method is meant for solid brick walls, where the masonry bricks are in perfect condition. Note that 4 to 6 rows of brick (or 20") is required above the awning to ensure the solidity of the installation. **This excludes all types of decorative brick.** If the brick wall is weak, you will need to find studs, and you might need to purchase longer lag bolts than those supplied with the awning.

WARNING: Some brick walls might not be strong enough to safely support an awning. The supplied lag bolts are not designed to attach to certain types of brick walls or to decorative bricks. **WHEN IN DOUBT** : consult a certified contractor.

- The large wall plates are meant to be used to spread the load. If you do not have the room to install them and opt for the smaller ones, it will then be mandatory that at least 4 lag bolts per wall plates are anchored into 4 different bricks.
- To order or exchange the large wall plates, contact our Customer Service Department: csd@multipleawnings.com, 1-866-441-4182 (CA), or 1-800-736-0906 (USA).
- Exchange for smaller wall plates is free of charge except for shipping costs, provided the large brackets are returned within 30 days in perfect condition and have not been used.
- When using these optional smaller wall plates; they will need to be installed where the exterior edge is aligned with the hanging supports of the awning or slightly inside, less than ½”.

NOTE : If the small support brackets are wider than the awning, you will not be able to install the blocking stoppers, see **section 5.2**.

- You will need to install shims if the brick surface is uneven.



3.1. Choosing the Mounting Location

Make sure to leave at least 1” between the top of the wall plates and the underside of the eaves. Since the awning hooks are on top of the hanging supports, you need space to lift it over the wall plates for installation.

WARNING: Never install brackets on the top 4 to 6 rows of bricks or 20” near the roof since these rows are not strong enough to support the awning.

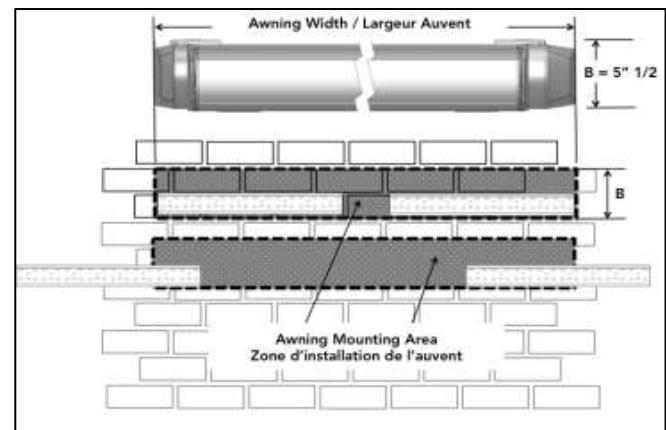
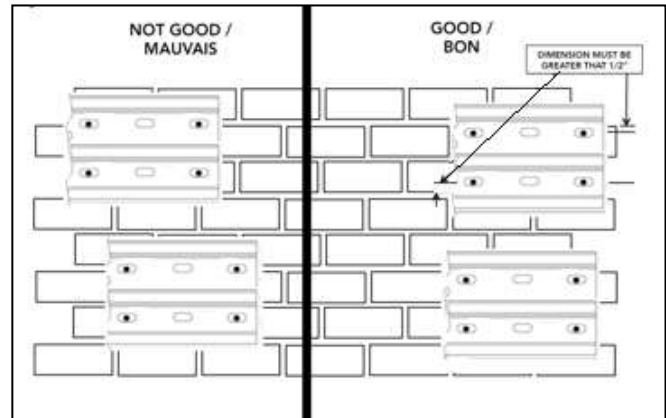
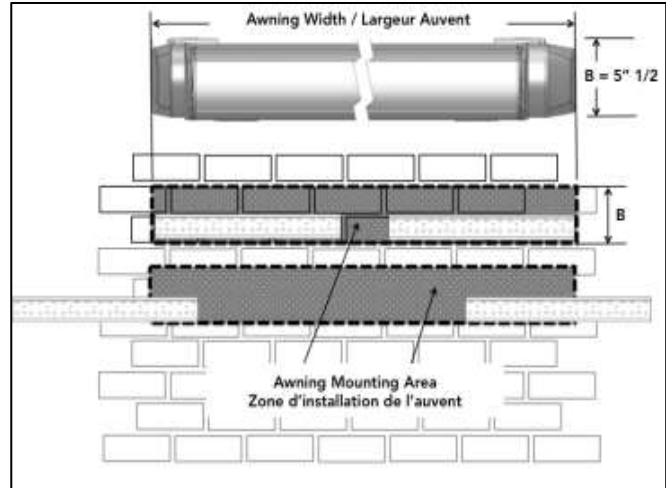
3.2. Where to Anchor on a Brick Wall

Make sure that each of the 14 lag bolts is located within the awnings' installation area. The centre of the holes in the hanging supports are at $1\frac{1}{2}$ " and $4\frac{1}{8}$ " from the bottom of the hanging supports.

The lag bolts are not adapted for hollow construction surfaces such as hollow concrete blocks. **WHEN IN DOUBT** : consult a certified contractor. Do not use included masonry hardware for stucco walls.

WARNING: The lag bolts are not made to be used in mortar joints between the bricks. They must be installed in the body of the brick, at least $\frac{1}{2}$ " from the edge of the brick.

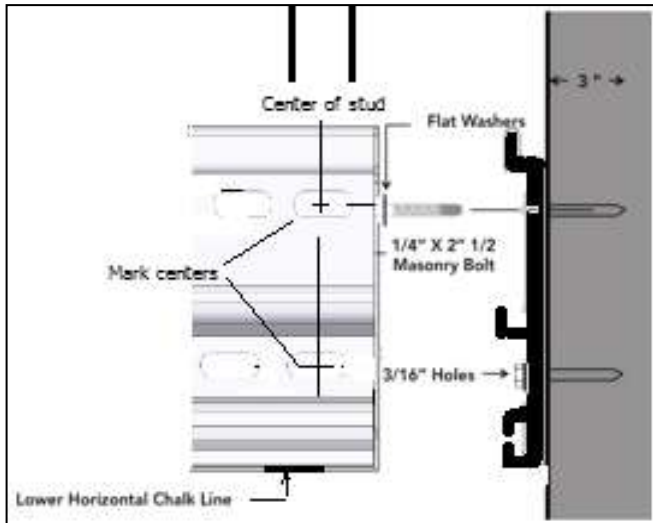
1. Place the 1st wall plate at the required height, making sure of its level by referring to the bottom line.
2. Find the joints between the bricks and mark the 6 locations where the lag bolts will be installed, making sure to respect minimum distance between the edge of the brick and the holes for the lag bolts.
3. Repeat the same steps for the second wall plate, and if needed, for the central support. 4 lag bolts are required to safely install the central support in a brick wall. On other types of walls, make sure that at least 2 lag bolts are secured into the centre of a stud.



3.3. Installing the Wall Plates and Central Support

Wall plates installation

1. Use a masonry bit of 3/8" to drill the holes. Make sure the holes do not become cone-shaped or flared during final drilling.
2. With a 9/16" socket, install both support brackets, starting with the 3 holes.
3. Use the 3/8" x 4" masonry bolts and the provided washers between the head of the bolt and the bracket.
4. Keep the bracket levelled as you tighten the bolts.
5. Do not over tighten the masonry bolts; this could erode the structure or weaken the bolts retaining force.

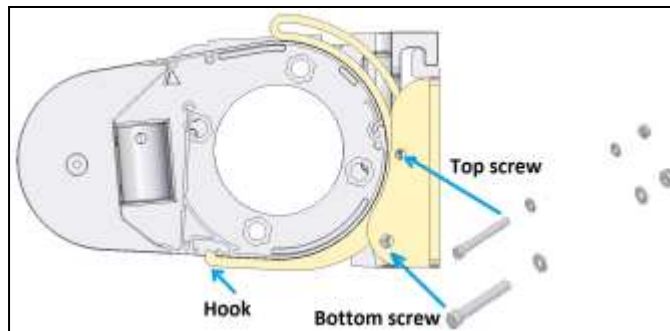


WARNING: You must make sure the masonry bolts are well anchored in the holes.
WHEN IN DOUBT : consult a certified contractor.

Central Support Installation

Awnings that are 16' and over require additional support from the central support to prevent torsion of the casing under the weight of the arms. 4 bolts are required to safely install the central support.

For a wall installation, the configuration needed is with the thin bolt at the top and the thick bolt and hook at the bottom.



Make sure that the central support is aligned with the bottom of the area onto which the awning will be installed.



The central support must be firmly anchored to the body of the bricks. The central support doesn't need to be installed exactly in the middle of the awning. If possible, use the holes at the top of the bracket to install the supports, if not possible, use 2 holes which are one on top of the other. Mark the 2 locations of the bolts that will hold the supports and drill has instructed for the wall plates.

4 UNDER EAVES OR SOFFIT MOUNT INSTALLATION

The following instructions are for installation under perfectly horizontal eaves or soffit. On some eaves or angled rafter installations, it may be necessary to use a suitable rafter support or angled shims. **WHEN IN DOUBT** : consult a certified contractor.

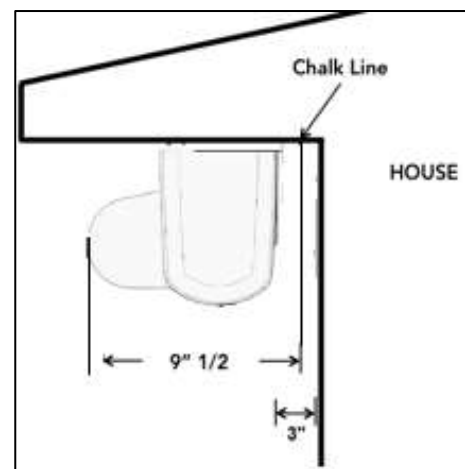
It is imperative to properly evaluate the distance between the trusses or joists and the soffit cover or other decorative siding in order to choose appropriate shims. It is often easier to find structural support close to the end of the eaves than close to the wall.

NOTE : Rafter adapters may be required for under soffit installations. To purchase, please contact us: **1-866-441-4182 (CA)**, **1-800-736-0906 (USA)** or csd@multipleawnings.com

4.1. Choosing the Mounting Location

1. Trace a horizontal line under the eaves. This line has to be longer than the awning itself. When you position your line on the soffit, take into account that when retracted, the awning will project 10" from the line.
2. It is also important to leave 3" of spacing between the wall and the casing in order to make adjustments.

CAUTION! Proper location of the hanging supports is the most important aspect of the installation. It is critical that you anchor all the screws to the rafters or other major structural elements.



Even a moderate wind exerts great force on the awning and the installation brackets. This is why it is most important that the brackets be anchored properly and securely.

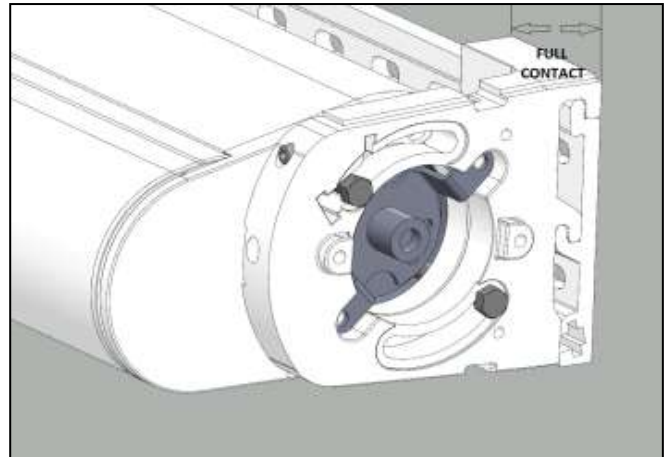
4.2. Finding the Trusses, Joists or Rafters

You must now locate the rafters in the area in which each hanging supports must be installed. To find the rafters, use a stud finder. It is probable you might have to remove part of the decorative cover underneath the soffit.

1. Mark the centre of each rafter where a hanging supports is to be installed with a 6" long line.
2. Choose the final position of your awning. Then mark the area where all of the 14 screws will be positioned in reference to the middle of a truss.

It's important to note the awning is supported by its hanging supports located at each end. At least 1 set of screws must be located right underneath the support brackets OR on each side of the hanging supports if the bracket extends beyond the awning.

WARNING: The screws must be anchored at the end of wall plates. They should be maximized vis-a-vis the hanging supports; otherwise, your installation will be weakened.



4.3. Solidifying with Shims

Sometimes, there is a good distance between the soffit or other decorative cover and trusses. To make sure that you have a solid installation, use appropriate shims.

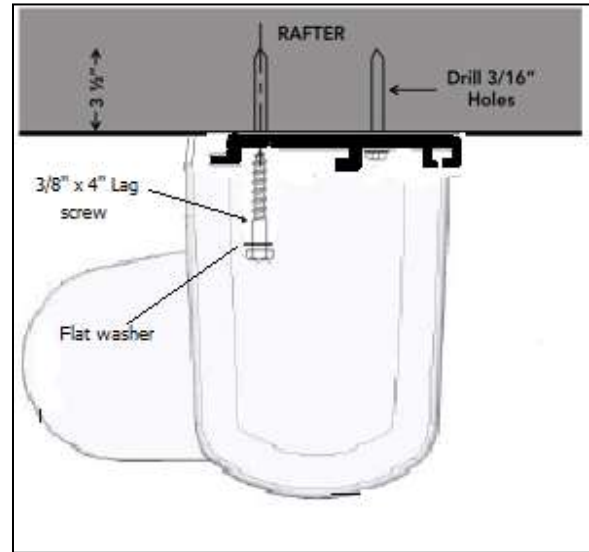
A good way to shim the wall plates is to use tubular shims made of nylon, aluminum, copper or other, but not ferrous metal shims. If the distance is too large between trusses, it will be preferable to install a 2" X 6" beam for the entire width of the awning, or a combination of shims and beam. Make sure all your shims are very solid. The greater the distance, the higher risk the shims will move.

4.4. Installation of the Wall Plates and Central Support

Using a 3/16" drill bit, drill all the pilot holes into the rafters to 3 1/2" in depth. This will prevent the rafters from fraying or splitting while installing the lag bolts.

Installation brackets

1. Using a 9/16" socket, install the brackets levelled with the 3/8" X 4" long lag bolts.
2. Use the flat washer provided under the head of the bolts.
3. While tightening the lag bolts, keep the brackets levelled. Do not overtighten the lag bolts, doing so may split the wood framing or weaken the bolts' retaining force.
4. If necessary, use shims.

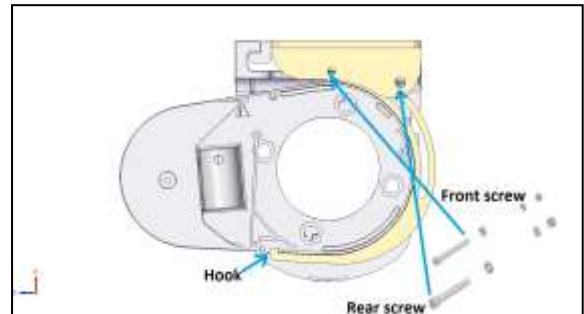


WARNING: You must securely anchor all the lag bolts to the rafters. Some homes may require more lag bolts or longer ones. **WHEN IN DOUBT** : consult a certified contractor. Failure to do so could result in collapsing of the awning and cause personal injury as well as material damage.

Central support

Awnings that are 16' and over require an additional support to prevent torsion of the casing under the weight of the arms.

1. Make sure that at least 2 bolts are fixed solidly to the centre of a rafter for a secure installation of the central support.
2. Make sure that the central support is aligned with the rear line – rear of the side brackets.

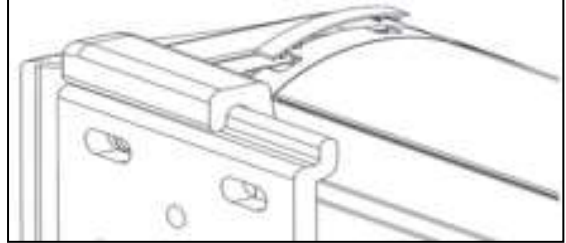


3. The central support must also be fixed in the middle of a truss or joist. The central support does not need to be perfectly centred. The central support has to be located between the 2 wall plates. Use the 2 holes that are on top of each other. If using an horizontal beam, also use 2 holes that are on top of each other. Mark the bolt locations to anchor the central support.

5 INSTALLING THE AWNING

5.1. Mounting the Awning on the Wall Plates

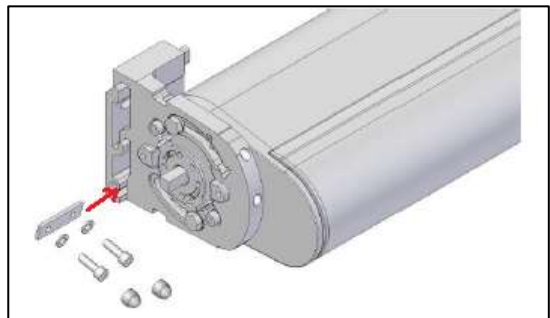
1. Carefully remove all the packaging material from the awning.
2. With the help of at least 1 additional person, lift the awning with the front bar facing you. Even a small awning weighs more than 60 kg (132 lb).
3. Lift the awning higher than the wall plates and hang it in the bracket's support grooves. In the case of small optional wall plates, make sure the bracket sides are perfectly aligned with the edges of the awning hanging supports.



WARNING: When installing under soffits, it is very important to never leave the awning unsupported without the 2 blocking stoppers installed. Make sure you always have someone to support the awning on both sides until the 2 blocking stoppers are installed.

5.2. Installing the Blocking Stoppers

1. The remaining step is to secure the awning to the support brackets by using the 2 blocking stoppers supplied.
2. The blocking stoppers slide into the hanging supports bottom double lips.
3. The holes in the blocking stoppers must align with the holes in the installation brackets.
4. Install the washers into the screws, screw in the blocking stoppers and torque the screws solidly.
5. Install the caps on the screw heads.



6. If you use the optional small brackets, you might have to move the awning slightly to secure the blocking stoppers.

IMPORTANT! The blocking stoppers should be verified once a year and the screws retightened if they have been loosened by the vibrations of the awning. Failure to do so could result in the awnings' collapse, material damage and personal injury.

5.3. Testing the Installation

To test the solidity of your awning, you will need a helper.

1. Open your awning completely.
2. One person will position themselves at the wall and the other person at the front bar. The person in front must gently support the front bar and move it.
3. When the awning is well installed and securely anchored, you should observe movement in the arms, but the casing and the wall plates should not move.
4. If the casing or wall plates move, you will need to install more lag bolts on the wall plates.

5.4. Operating your Awning

Plug your power cord into a GFI AC outlet.

NOTE: During a power outage, you operate your motorized awning with the included hand crank. **Unplug the awning first**, insert the crank into the crank loop and turn. If you use the hand crank without unplugging your awning first, you will have to reprogram the open and close limits of your awning, see **appendix 7.C**.

5.5. The Remote Control and it's Support

We supply a wall hanger for the remote. It is recommended to install the wall hanger inside the house.

CAUTION! Do not expose the remote control to water or bad weather as this could cause it to malfunction and void the warranty.

5.6. Final Adjustments

The limits have been programmed and tested at the factory. If you want to modify the limits, see **appendix 7.C**.

CAUTION! If you use the hand crank or if you make adjustments on your awning, do not let it open past the point where the fabric sags and starts to roll up in the wrong direction on the roller bar. This could damage the fabric and prevent your awning to close properly.

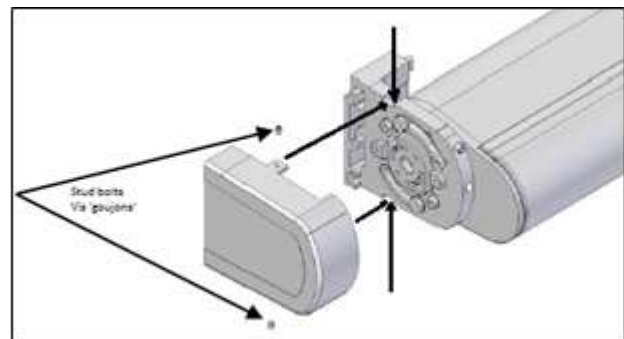
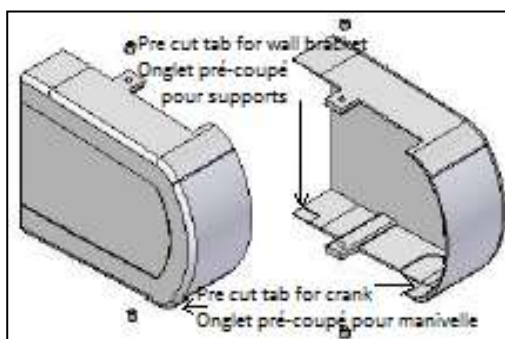
NOTE: The first time you open the motorized awning or when you unplug the awning, it will open and close by itself. This is normal, don't halt the procedure. The motor is readjusting its upper and lower limits. It can even do it 2 times in a row to complete the automatic adjustment.

1. Test your awning by pressing the “▲” open and “▼” close buttons on the remote control.
2. If your awning doesn't open to its full projection or doesn't seem to open and close correctly, see **appendix 7.C**.

Installing the Endcaps

NOTE! We suggest doing this step after adjusting the incline slope. Otherwise, you risk damaging your endcaps, see **appendix 7.A**.

1. Remove the pre-cut tab on the motor or crank side.
2. Remove the lower pre-cut tabs on both endcaps so they can fit over the support brackets.
3. There are small holes on the 2 tabs on top and bottom of each of the endcap. These tabs and holes must line up with the holes in the support bracket.
4. Once both endcaps are in place, screw in the stud bolts, top and bottom, to secure the end caps in place. Do not overtighten the stud bolts.



6 SAFETY TIPS AND ADVICE

CAUTION! Prior to operate the awning, make sure that no object or **person** can come in contact with it as it opens and closes. Keep children away from any moving parts of the awning as it operates. Failure to do so could result in injury.

WARNING: Never hang items from any part of the awning, except accessories supplied by the manufacturer.

CAUTION! NEVER attempt to repair or disassemble any part of the awning without following the replacement part procedures supplied by the manufacturer. Trying to do so without proper instructions can result in personal injury, cause your awning to malfunction and subsequently void the warranty.

WARNING: Damage to the awning fabric, arms and mechanisms caused by water pooling, snow or ice accumulations and high winds are not covered by the manufacturers' warranty. Always retract your awning during periods of snow, ice pellets, rain or high winds. Never leave your awning extended out and unattended during periods of heavy winds.

CAUTION! Rainwater pooling on the fabric could result in damages or the collapse of the awning and cause personal injury. You must close your awning when water starts pooling on the fabric. Water will drain out when the awning rolls up. Make sure to reopen your awning as soon as it is possible to dry out the fabric .

CAUTION! For long-term storage or non-use of the motorized awning, the motor manufacturer suggests running the motor every few months to maintain the mobility of the internal components.

WARNING: Never use a barbecue grill, any type of patio heater or fireplace under your awning. Doing so could result in the fabric burning or melting and could possibly catch fire; this would result in personal injuries as well as material damage.

6.1. Fabric Maintenance

Multiple Awnings woven acrylic fabrics are made of 100 % solution-dyed fibres and have a special finish, which delays the formation and the accumulation of dirt. To preserve the fabric, you must respect the following cleaning instructions:

- Remove the dust from the dry awning fabric by vacuum-cleaning, or by **gently** brushing. **NEVER USE A PRESSURE WASHER** as this will damage the seams, remove the water repellent coating and UVB protection.
- Brush lightly with a mixture of lukewarm water and mild biodegradable soap. **NEVER** use a product containing bleach or harsh chemicals. We recommend using Aqua-Teks' product, Easy Clean™. This eco-friendly product is made in

Canada and available in our showroom. Contact our Customer Service for more information: **1-866-441-4182 (CA)**, **1-800-736-0906 (USA)** or **csd@multipleawnings.com**.

- Rinse thoroughly to remove all traces of soap.

CAUTION! If an awning is retracted while wet, open it as quickly as possible to allow the fabric to dry. Although the fabric is mould, mildew and rot resistant, this procedure is necessary because atmospheric pollution deposits on the surface of the fabric can create mould and mildew under damp conditions.

6.2. Motor and Remote Control Maintenance

Electric Motor

The electric motor is equipped with an automatic overheat shutoff system. If you operate your awning several times continuously, the motor will cease its operation before it overheats. The motor will resume normal operation after 20 minutes of cooling down depending on the ambient temperature.

Protecting the GFI Electrical Outlet From Water Damage

To prevent water from entering the AC (GFI) wall outlet it is recommended you form a dip loop at the end of the power cord. It is also recommended to install a weatherproof cover over the outlet. Covers are available at most local hardware stores.

Replacing the Batteries in your Remote Control

- The 2 type AAA 1.5 volt batteries will need to be replaced after approximately 3 years.

NOTE: Never use rechargeable batteries since they are not strong enough to power the motor.

- Test your remote control by keeping one of the buttons pressed; the LED indicator should flash for at least 5 seconds, if this is not the case, the batteries need to be replaced right away.

To replace the batteries, **unplug the awning so it will not lose its programming**. Push in the small tab at the back of the remote and lift the cover to open the battery compartment. Remove the old batteries and put the new ones while making sure to respect the polarity. Re-install the battery cover and plug in the awning.



6.3. Preparing your Awning for Winter

- Unplug the motor power cord from the GFI wall outlet and cover the socket to prevent rain and moisture from entering the outlet which could interfere with proper motor function in the spring.
- Before rolling up your awning for the last time of the season, make sure the fabric is clean and dry to prevent mildew formation over the winter.
- Don't forget to remove the batteries from the remote control and the wind sensor before closing the awning for the winter.

7. APPENDICES

7.A Adjusting the Pitch

CAUTION! Raising the front bar will reduce the pitch angle of the fabric thus, increasing the risk of rainwater pooling on the fabric. To prevent the awning from collapsing due to rainwater load, you must retract the awning when unattended. Failure to do so could result in personal injury and material damage.

WARNING: When loosening the side “position” screws, you must not loosen too much as the awning could come off the cheek and fall. Make sure you do **less than one turn**. You should also avoid over-tightening these screws once the procedure is complete.

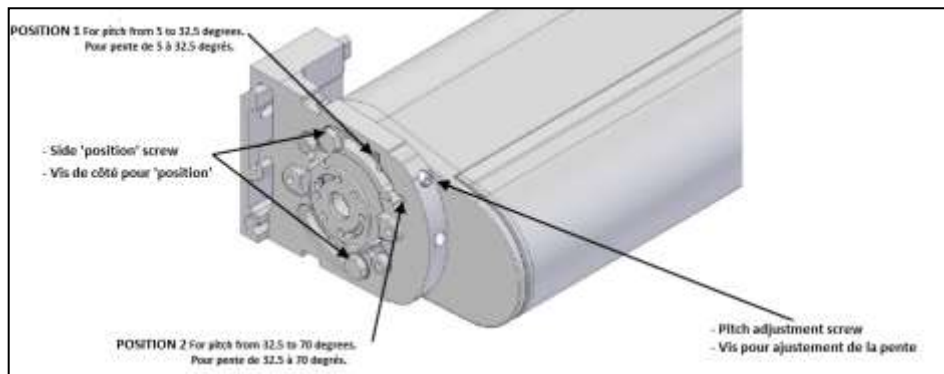
NOTE : The weight of the front bar will vary depending on the awning size. Wider awnings will have heavier front bars. This will impact how high you can raise the front bar. If you reach the maximum adjustment and are still not satisfied with the height of the front bar, you can shim the wall plates upward to raise the front bar further. Make sure that all wall plates are shimmed evenly and are perfectly secured.

7.A.1 Adjusting the Front Bar

Refer to the figure below:

1. Fully open the awning using your hand crank or remote control. If motorized, unplug the power cord from the outlet after opening the awning.
2. Remove the end caps.
3. Using a wrench, loosen the 2 side “position” screws by **half a turn only**. Those on the motors' side will be a little more difficult to access. You may need a thinner wrench.

4. Have your helper lift the front bar several inches above the desired height.
5. **Raising the Front Bar :**
Using a 5mm Allen key, turn the pitch adjustment screw clockwise to adjust the inclination upward.
- Lowering the Front Bar :**
Using a 5mm Allen key, turn the pitch adjustment screw counterclockwise to adjust the inclination downwards.
6. Have your helper gently release the front bar and verify if it is at the desired height. If not, repeat step 5 until you reach the desired height.
7. Once you have set the arm at the desired height, adjust the other arm the same way.
8. The front bar should be level when viewed from the front, but we suggest there be a 1" drop from left to right for water drainage.
9. Re-tighten the 2 side "position" screws and reinstall the end caps.
10. If you have purchased a motorized awning plug the power cord into the AC (GFI) outlet.



7.B. Resetting the Motor and Remote Control

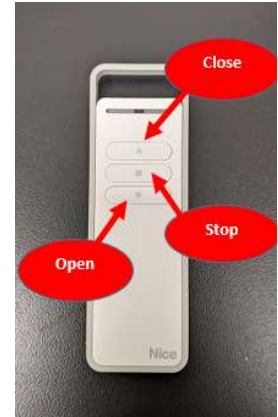
The Nice motor can memorize up to 30 transmitters including remote controls and wind sensors.

If you are reprogramming a new remote due to a loss or defective remote, use the following procedure to "force" the motor into accepting the instructions from a new remote. You will then need to perform the following steps in this exact order : **7.B.1** , **7.B.2** and **7.B.3**.

7.B.1 Putting the Motor in “Programming Mode”

This procedure is required if you no longer have your original remote control or if the remote control does not operate your awning.

1. Completely close the awning.
2. Install the hand crank in the loop.
3. Unplug the motor for 2 seconds.
4. Plug the motor back in, and turn the hand crank 6 complete turns, as fast as possible.
5. Press the “ - ” (stop) button on the remote control.
6. You now have 1 minute to erase the memory with any remote control, even if it has not been memorized, see the next step.



7.B.2 Erasing the Motor’s Memory

This procedure will allow you to completely erase the motor’s memory from your original remote control. It needs to be done if you have performed the previous procedure.

1. Open the awning halfway.
2. Press and hold the “ - ” (stop) button until the motor performs 2 brief movements, then release.
3. Press and hold the “ ▲ ” button until the motor performs 3 brief movements, then release.
4. Press and hold the “ - ” (stop) button until the motor performs 3 brief movements, then release.
5. Press and hold the “ ▼ ” button until the motor performs 3 brief movements, then release.
6. Simultaneously press and hold the “ ▲ ” and “ ▼ ” buttons until the motor performs 5 brief movements, then release.

7.B.3. Programming the Remote Control

This procedure will associate the remote control to the motor and is required after procedures 7.B.1 and 7.B.2.

1. Unplug the motor and plug it back in.
2. Press the “ - ” (stop) button until the motor performs 3 movements.

NOTICE! If the motor performs 6 movements, you will have to redo the following steps; **7.B.1**, **7.B.2** and **7.B.3**.

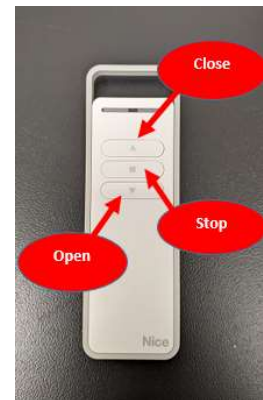
NOTE : When you receive your awning, the remote control is already programmed. This procedure applies only if the remote control is not working.

NOTICE! Each time AC power is fed to the motor, it must have at least 1 transmitter (remote control or wind sensor) as well as its limits in memory. Otherwise, it will do 2 brief movement, which means it is still in programming mode.

NOTICE! You must now reprogram your awnings limit, see steps **7.C**.

Memorizing an additional remote control

1. Open the awning halfway.
2. On the additional remote, press the “ - ” (stop) button for 8 seconds and release the button. In this case no movement will be observed from the motor.
3. On your existing remote, press the “ - ” (stop) button, 3 times.
4. On the additional remote, press the “ - ” (stop) button once.



After a short while, the motor will move 3 times to confirm it has memorized the additional remote control.

NOTICE! If the motor performs 6 movements, it means the motor memory is full and you will have to do the following steps ; **7.B.1**, **7.B.2**, and **7.B.3**.

7.C. Programming the Limits

7.C.1 Adjusting the Lower and Upper Limits

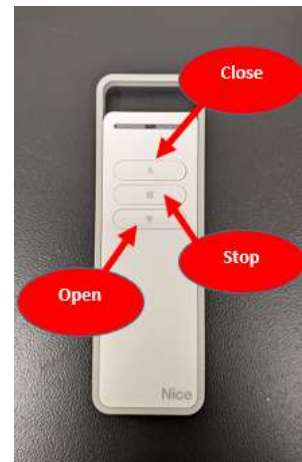
NOTE: The upper limit has already been set at the factory, so you just need to program the lower limits.

The following procedure overrides previously programmed limits.

By programming the limits in this way, the 2 limits are regularly updated by the automatic update function. When the motor is started, if at least 1 transmitter is memorized and the limits are programmed, the motor will make 2 short movements.

Adjusting the upper limit

1. Completely close your awning.
2. Install the hand crank on the loop
3. Unplug the motor for 2 seconds.
4. Plug the motor back in.
5. Turn the hand crank 6 times as fast as possible.
6. Press the “ - ” (stop) on the remote control.
7. Close the awning by pressing and holding the “ ▲ ” button, release button when awning has closed.



The upper limit is now set.

Adjusting the Lower Limit

1. Open the awning at least 1 foot, but no more than halfway.
2. Press and hold the “ - ” (stop) button until the motor makes 2 movements then release.
3. Press and hold the “ - ” (stop) button again until the motor makes 4 movements then release.

4. Press and hold the “ ▼ ” button until the motor makes 2 movements then release.
5. Press and hold the “ ▼ ” button until the awning has reached the desired limit. You can also pulse the button to make the awning move by small increments.
6. Once the awning has reached the desired limit, press and hold the “ - ” (stop) button until the motor makes 3 movements, then release.

The lower limit is now set.

NOTE: The fabric should be rolling over the top of the roller bar, not underneath. If the fabric is rolling from the bottom of the roller bar, continue unrolling the fabric until it rolls over the top of the roller bar. Then roll up the fabric until both lateral arms lock and the fabric becomes tight.

7.C.2. Using the Hand Crank

Nice motors have an emergency mechanism allowing the awning to be moved manually during a power outage. You will be able to open or close your awning with the manual hand crank provided.

Always unplug the awning before using the hand crank. Failing to unplug the motor while using the hand crank will result in deprogramming the motors limits.

When using the hand crank, or if the motor is powered off for more than 24 hours, the motor's control unit loses the current position of the awning. This situation is resolved by an automatic realignment manoeuvre; 1 of these two 2 commands may be sent to the motor, to which it responds differently.

1. The closing command “ ▲ ” raises the awning until it reaches the upper position (close).
2. The opening command “ ▼ ” lowers the awning for 3 seconds, then reverses until the awning reaches the upper position (close) .

7.D. Wind Sensor

The wind sensor is not considered a safety device that eliminates breakage related to wind or the accumulation of water, snow or ice. In fact, a simple power failure makes it impossible for the wind sensor to automatically close the awning.

NOTICE! The manufacturer assumes no responsibility for personal injury or property damage that may occur due to weather phenomena not detected by the sensors of the device.

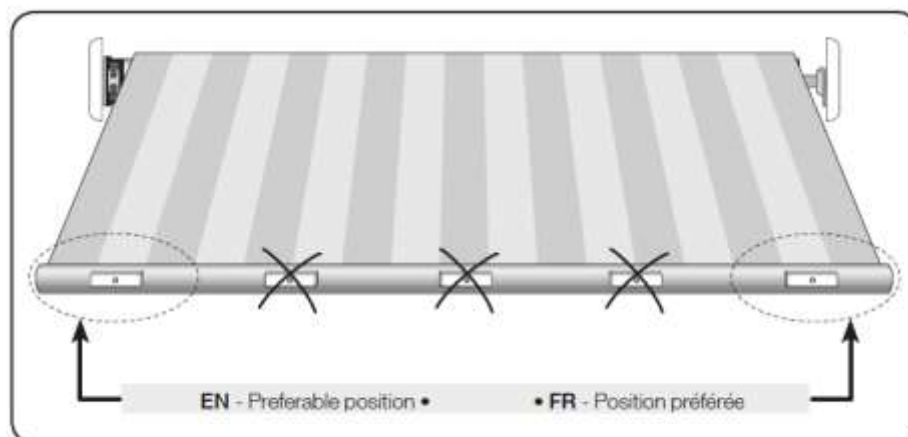
The wind sensor is equipped with an integrated and autonomous radio transmitter. It works by detecting, in real time, the force generated by the wind. When the detected value exceeds the programmed limit, the wind sensor sends a radio signal to the motor receiver which in turn issues a command that closes your awning.

NOTE: After the awning has been closed by the wind sensor, you will need to wait 10 minutes before you are able to open it again.

7.D.1 Wind Sensor Installation

NOTE: This procedure only applies if you need to replace your original wind sensor

1. Completely open your awning.
2. Open the sensor by undoing the screw on the upper shell.
3. The wind sensor must be installed on the inner face of the front bar of the awning but must not interfere with the full closure of the awning. The sensor must be positioned near the end corner of the front bar, on the motors' side. Never in the middle of the front bar.
4. The base of the wind sensor should be fixed on the inside of the front bar of the awning. If not, use the screws provided to screw the back plate to the inside of the front bar.

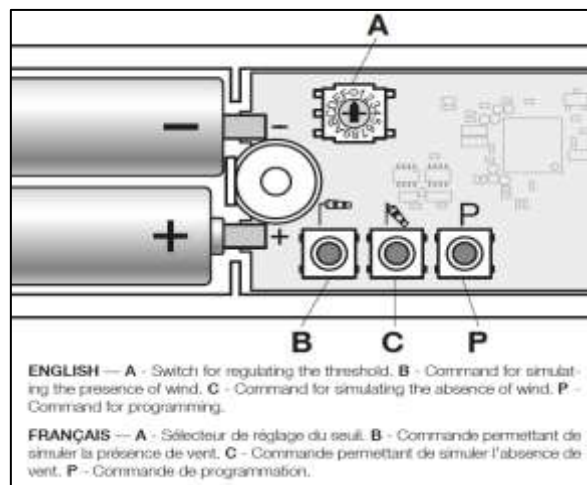


7.D.2 Associating the Wind Sensor to the Motor Receiver

As for any other transmitter, the wind sensor's radio code must be memorized in the receiver of the motor it controls, so that it can send wireless commands.

NOTICE! This procedure can only be used if one or more remotes have already been memorized in the system.

1. Open the awning to access the wind sensor, then unplug the awning.
2. Remove the wind sensor from your awning.
3. Plug in the awning.
4. On the new wind sensor, press the "P" button for 10 seconds, then release.
5. On an already memorized remote control, press the " - " (**stop**) button 3 times, slowly.
6. On the new wind sensor, press the "P" button and wait for the motor to perform 3 movements. Release the button.
7. Unplug awning before reinstalling the wind sensor, then plug it back in.
8. Test the wind sensor by shaking the front bar of your awning up and down to simulate a wind gust.



NOTE: After the wind sensor has closed the awning, you will need to wait 10 minutes before you are able to open it again with your remote control.

7.D.3 Calibrating the Wind Sensor

The sensor is provided with a preset calibration at the factory. Nevertheless, after installation and implementation, it is mandatory to test the sensitivity of the awning to the wind, based on local wind conditions.

NOTE: The smaller the number, the more sensitive the wind sensor. The larger the number, the less sensitive it will be.

Setting the wind sensitivity threshold																
Note 1	0	1	2	3	4	5	6	7	8	9	A	B	C	D	E	F
Note 2	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8
Note 3	4	4	5	5	5	6	7	8	4	4	5	5	6	6	7	8

Note 1 : Sensitivity threshold position at 4 = Factory-set value
Note 2 : Sensitivity threshold value with the fabric opened and stopped
Note 3 : Sensitivity threshold value during movement of the fabric

NOTICE! During this operation, there must be ABSOLUTELY NO WIND.

1. Completely open the awning. After the motor has stopped running, wait 40 seconds before moving on to the next step.
2. Before modifying the base factory settings, you need to check whether these settings are OK as they are. To do so, manually shake the front bar of the awning up and down to simulate a windy day.
3. Based on the result (too sensitive/not sensitive enough), you must modify the factory base settings on the threshold dial selector.
4. Lastly, repeat the test conducted in point #2.
5. If necessary, repeat the procedure several times until you find the best setting.

NOTE: After the awning has been closed by the wind sensor, you will need to wait at least 10 minutes before you are able to open it again. In this case, you will also need to wait for the 40 second delay before proceeding with the next step.

Protecting the Awning When it is Moving

The wind sensor detects vibrations, even during the extension and retraction movements. During these movements, the system uses a threshold value a little higher than the one that was set.

Setting the wind sensitivity threshold																
Note 1	0	1	2	3	4	5	6	7	8	9	A	B	C	D	E	F
Note 2	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8
Note 3	4	4	5	5	5	6	7	8	4	4	5	5	6	6	7	8

Note 1 : Sensitivity threshold position at 4 = Factory-set value
Note 2 : Sensitivity threshold value with the fabric opened and stopped
Note 3 : Sensitivity threshold value during movement of the fabric

Timeout After a “Wind Alarm”

If the awning has closed due to a “wind alarm”, it can only be opened again after a timeout of at least 10 minutes. During this timeout, the command for opening the awning will not work.

Detection of “Low Battery”

When the wind sensor detects the low batteries, it sends a dummy “wind alarm” signal to the motor to close the awning for safety purposes. The message will be sent to the motor periodically at about once every 20-30 minutes and will close the awning until the batteries are flat. Then the sensor will no longer function correctly until the batteries are changed.

1. Open the awning to have access to the wind sensor, **then unplug the awning.**
2. Open the wind sensor by unscrewing the screw located on the upper shell.
3. Replace the AA batteries
4. Reinstall the wind sensor on the front bar, then plug in the awning.

The batteries should last about 3 years, depending on ambient temperature.

7.E. Removing the Awning From its Brackets

1. Before removing the awning from the wall, or eaves, it is imperative to close it completely, to unplug it from the wall and to tie it down in the closed position with some rope or bungees.
2. Once this is done, remove the blocking stoppers, your awning is now ready to be removed from the installation brackets.

8 TROUBLESHOOTING GUIDE

INSTALLATION ISSUES	
Problem #1	Can I hardwire my awning directly to my house's electric system?
Solution	<p>It is possible to hardwire your awning motor directly to your houses' electrical system. You will need to cut the AC plug at the end of the cable, but bear in mind that <u>this will void the warranty on the motor</u> and can also cause the programming of the motor to become more difficult.</p> <p>If you really need to go this route: never cut the wire more than 30 cm from the motor since this could possibly cut the antenna wire. Also, please make sure to have a power switch accessible near the awning to facilitate the programming procedure.</p>
Problem #2	What is the minimum and maximum slope of my awning?
Solution	<p>Five to seventy degrees (5° to 70°). Please note that the awning is easily adjustable from 5° to 15°. For a wider angle, please contact our customer service at : 1-866-441-4182 (CA), 1-800-736-0906 (USA) or <u>csd@multipleaswnings.com</u>.</p> <p>Even if it is possible to put the front bar of your awning higher, you have to make sure that it has a sufficient slope from back to front to allow the rain water to drain completely.</p> <p>The awning is not made to support accumulations of water or snow when open and could be damaged and cause injury and material damage.</p>
APPEARANCE ISSUES	
Problem #1	The fabric of my awning makes small wrinkles, all in the same direction.
Solution #1	<p>This means that the awning's fabric is off centre. You have to make sure it is equally positioned and centred on the roller AND on the front bar.</p> <p>You will need to fully open, if it is motorized, you have to open it past its limits using the manual crank. The fabric will become loose, and you will see the roller's metal through the opening of the casing become loose, and you will see the roller's metal through the opening of the casing.</p>

Solution #2	<p>If the fabric is not at the right angle, you will need to use velcro as a wedge to thicken the roller on the side which is too long.</p> <p>Contact us for more details.</p>
Problem #2	The fabric of my awning makes small wrinkles, on each side of the seams, but not elsewhere.
Solution	This is normal. These small folds are caused by the stitching which causes the fabric to be slightly thicker than the rest of the fabric.
Problem #3	My awning closes completely on one side but it always remains open a little on the other side.
Solution #1	<p>This means that the awning's fabric is off centre. You have to make sure it is equally positioned and centred on the roller AND on the front bar.</p> <p>Open your awning at its maximum. If it is motorized, you have to open it past its limits using the manual crank. The fabric will become loose, and you will see the roller's metal through the opening of the casing.</p> <p>Pull the fabric towards the side to which the awning stayed partially opened when the awning is fully closed. Position the fabric on the roller vis-à-vis the fabric on the front bar. Close the awning and test it.</p>
Solution #2	The fabric is not perfectly straight, you will need to use velcro as a wedge to thicken the roller on the side which is too long which corresponds to the side that remains a bit opened. Contact us for more details.
Problem #4	When my awning is open, one side of the front bar is always higher than the other.
Solution #1	<p>Although the awning is adjusted at the factory, a difference of a few millimetres in the positioning of the brackets will have an impact resulting in many centimetres on the final slope result.</p> <p>Therefore, you will need to readjust the awning's pitch inclination. Please note that the pitch inclination is adjustable independently on each of the 2 arms, see section 7.A.</p>
Solution #2	<p>This can also be caused by improper installation or a lack of wall strength.</p> <p>Make sure your wall plates are levelled, that they have been anchored to a structural part of the house and that shims have been used if your wall is arched or crooked.</p>

Problem #5	I noticed embossing or mottling on my fabric. Is this normal?
Solution	<p>Our fabrics are woven from an acrylic fibre. You may notice some small irregularities after installation: slight embossing, some mottling or small creases along the seams. The tightness and solidity of the fabric are in no way affected. These deformations are due to the handling during sewing, making and assembly. In addition, acrylic fabrics treated with resins may show visible mottling in backlight due to an optical effect. Barely noticeable, these irregularities are inherent in the nature of the acrylic fibres.</p> <p>Can I make them disappear? Yes! Although the performance of your fabric is not altered in any way, it is possible for you to attenuate these deformations. However, in some cases it might be difficult to make them completely disappear. Time will be your ally! Simply sprinkle the fabric with a little water and let it dry in the sun. After just a few times, the irregularities will disappear or at least lessen.</p>
FUNCTIONING ISSUES	
Problem #1	I just finished installing my awning, but it doesn't work at all.
Solution	<p>Most likely the motor wire is incorrectly connected to the motor. Unplug it and plug it back in. Check that the wire connection gasket is properly aligned in the connector.</p> <p>The awning is assembled at our factory and the motor is programmed and tested before shipping. It is unlikely that the motor is faulty.</p>
Problem #2	I have a wind sensor, but my awning doesn't close when it's windy.
Solution #1	<p>Check if the awning opens and closes with the remote control. If yes, replace the wind sensor's batteries with new ones.</p> <p>Please note that you need to unplug the motor from the AC before replacing the batteries. If it is not the case, see Problem #3 in the "Functioning Issues" section.</p>
Solution #2	<p>Proceed with testing the wind sensor to see if it is programmed as it should be, see section 7.D.2.</p> <p>Unscrew the wind sensor's cover to access the internal programming buttons; press the "B" button to close the awning. If the awning closes, this means it is programmed properly. Continue with calibration at 7.D.3.</p>

Solution #3	<p>Is the wind sensor installed properly on the front bar near the end of the motors' side? If not, see section 7.D.1.</p> <p>Please note that the wind sensor needs to be oriented correctly; the lettering as to "read" in the correct direction.</p>
Problem #3	I have a wind sensor, and my awning closes even when it's not windy.
Solution #1	<p>The awning closes by itself every 30 minutes :</p> <p>Replace the wind sensor's batteries with new ones; disconnect the motor from the AC before changing the batteries.</p>
Solution #2	<p>The wind sensor's sensitivity is adjusted too high.</p> <p>Calibrate the wind sensor following the steps in section 7.D.3.</p>
Problem #4	My remote control doesn't make my awning open or close.
Solution #1	<p>If your awning is not fully closed, it could sometimes refuse to close completely.</p> <p>You need to open it a bit more and then close it completely.</p>
Solution #2	<p>If your awning stops while opening or closing or immediately after it has moved, this could indicate that the overheating protection has been triggered.</p> <p>If this is the case, wait at least 20 minutes and do a 2nd attempt.</p>
Solution #3	<p>When the wind sensor triggers the awning to close, the awning will refuse to open for at least 10 minutes.</p> <p>After this delay has expired, the awning will be operational again.</p>
Solution #4	<p>Check if the AC outlet used is functional by plugging something else into it, like a lamp.</p> <p>If the AC outlet is indeed functional but the awning still refuses to work, verify the remote control. Verify if the remote control batteries are working; press on one of the remote's buttons: does the LED illuminate? A remote control</p>

	<p>with weak batteries will take more time to light up the LED and will also have a reduced range.</p> <p>If the remote's LED does not light up, replace the batteries with new ones.</p> <p>If the issue persists, erase the motor's programming and reprogram it, see sections 7.B.1, 7.B.2 and 7.B.3 in this exact order.</p>
Problem #5	My motor is not responding, but it was working just minutes ago.
Solution #1	If your awning is not fully closed, it could sometimes refuse to close completely; you then need to open it a bit more and then close it completely.
Solution #2	<p>If your awning stops while opening or closing or immediately after it has moved, this could indicate that the overheating protection has been triggered,</p> <p>If this is the case, wait at least 20 minutes and do a 2nd attempt.</p>
Solution #3	<p>When the wind sensor triggers the awning to close, the awning will refuse to open for at least 10 minutes.</p> <p>After this delay, the awning will be operational again.</p>
Problem #6	The fabric rubs on the lower edge of the casing.
Solution	<p>The fabric rolls upside down :it comes out from the bottom of the roller instead of the top of the roller.</p> <p>If the awning is motorized, unplug it from the AC.</p> <p>You will then need to use the hand crank (both for motorized and manual models) and open the awning fully until the fabric is completely loose. Continue to turn the crank in the same direction until the fabric retightens, continue until the awning closes completely.</p> <p>Please be careful when re tightening the fabric; make sure that it does not catch in the awning's arms.</p> <p>Please make sure that the fabric does not become loose again since rolling it back upside down again will eventually result in damaging the fabric prematurely.</p>

Problem #7	The awning stops before being completely open or it opens too much and the fabric becomes saggy.
Solution	The open limit of the motor needs to be adjusted; see section 7.C.1 .
Problem #8	The awning only opens or closes if we keep the button pressed.
Solution	Verify if the motor might have received an intense electrical or mechanical shock. Erase the motor's programming and reprogram it, see sections 7.B.1, 7.B.2, 7.B.3 and 7.C , in this exact order.
Problem #9	Can other remotes interfere with my awning?
Solution	No, each remote control has to be "added" to a specific awning. Other remotes like the one for your garage door cannot communicate with your awning.
Problem #10	Can I add more than one (1) remote to my awning?
Solution	Yes, the Nice motor can memorize up to 30 transmitters including wind sensors and remote controls.
Problem #11	I lost my remote and now I can't program my new remote.
Solution	In this case, please consult section 7.B.3 You will need your hand crank.

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